

Appendix 1. The Problem-solving in Medicine questionnaire (PSM).

		Items
NHIS 1	1	When I have a medical problem, I will search for relevant knowledge from professional medical books.
NHIS 2	2	When I have a medical problem, I will search for relevant knowledge from medical magazines.
NHIS 3	3	When I have a medical problem, I will search for relevant knowledge from news reporting.
NHIS 4	4	When I have a medical problem, I will search for relevant knowledge from TV or radio programs.
OHIS 1	5	When I have a medical problem, I will search for solutions using internet search engines (e.g., Google, Yahoo).
OHIS 2	6	When I have a medical problem, I will search for solutions from online discussion forums (e.g., medical-related online forum, bulletin board system (BBS)).
OHIS 3	7	When I have a medical problem, I will search for solutions from the websites of the social media platforms and social networking services (e.g., Facebook, Twitter).
OHIS 4	8	When I have a medical problem, I will search for solutions from medical websites (hospital websites, hospital e-newspapers).
OHIS 5	9	When I have a medical problem, I will search for solutions from doctors' websites.
NFMH 1	10	When I don't know how to solve a medical problem, I will call a doctor, a medical expert, or other health care professionals for helps.
NFMH 2	11	When I have a medical problem, I will seek helps from doctors or other health care professionals who are known by my friends or relatives.
NFMH 3	12	When I have a medical problem, I will seek helps from doctors or health care professionals who are working in health care institutions.
NFMH 4	13	When I have a medical problem, I will inquire the pharmacist of a nearby pharmacy store.
OFMH 1	14	When I can't solve a medical problem, I will e-mail a doctor, medical expert or health care professional to seek medical help.
OFMH 2	15	When I have a medical problem that I don't understand, I will post a request on internet medical forums for help from doctors, other health care professionals, or medical experts.
OFMH 3	16	When I have a medical problem, I will seek help from doctors or other health care professionals using Instant Messages (e.g.,

		Facebook, Line, WeChat, WhatsApp).
OFMH 4	17	When I have a medical problem, I will try to seek help from websites or online blogs maintained by doctors or health care institutions.
NIMH 1	18	When I have a medical problem, I will seek helps from a drugstore.
NIMH 2	19	When I have a medical problem, I will ask for advice or opinions from my family members.
NIMH 3	20	When I have a medical problem, I will go to the temple praying to god for advice.
NIMH 4	21	When I have a medical problem, I will seek help from experienced persons.
NIMH 5	22	When I have a medical problem, I will seek help from friends or relatives.
OIMH 1	23	When I have a medical problem, I will post a message on relevant web forums requesting help from other forum users.
OIMH 2	24	When I can't solve a medical problem, I will seek help from others using my microblog (e.g., Facebook or Twitter).
OIMH 3	25	When I have a medical problem, I will seek help from friends, colleagues or netizens using Instant Messages (e.g., Facebook, Line, WeChat, WhatsApp).
OIMH 4	26	When I have a medical problem, I will post the problem on relevant websites of knowledge communities (e.g., Facebook) and try to find a solution.
OIMH 5	27	When I have a medical problem, I will post the problem on a proper website, medical-related online forums or bulletin board system (BBS).

Abbreviation List: NHIS = non-online health information search; OHIS = online health information search; NFMH = non-online formal medical help-seeking; OFMH = online formal medical help-seeking; NIMH = non-online informal medical help-seeking; OIMH = online informal medical help-seeking.